

POLICE RECORDS & SUPPORT SUPERVISOR

DEFINITION

To plan, organize, supervise and participate in the functions of police records and support services division; and to perform a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

The Supervisor level recognizes positions that perform full, first-line supervisory responsibilities including planning, assigning and evaluating the work of subordinates and is responsible for a work unit within a section or department.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned supervisor.

Exercise direct supervision over assigned staff.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Plan, assign, supervise and review the work of staff involved in the preparation, processing, indexing, storage, retention, dissemination and disposition of police records.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the police records area; implement policies and procedures.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Research, prepare and recommend revisions to written Police Department policies and procedures and City ordinances pertaining to area of responsibility.

Interpret, apply and enforce all current law, court decisions, rules and regulations on the use and dissemination of police records.

Respond to subpoenas for records information/and or reports; testifies in court as required on subpoenaed information.

Oversee the Live Scan program including billing and scheduling.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform other duties related to this position.

MINIMUM QUALIFICATIONS

Knowledge of:

Laws and regulations governing police records functions

Practices and principles of records management

Principles and practices of supervision, training and performance evaluations.

Principles of budget monitoring.

Pertinent local, State and Federal laws, ordinances and rules.

Computer equipment and software applications related to assignment.

English usage, spelling, grammar, and punctuation.

Ability to:

Train, motivate, and evaluate assigned staff.

Work effectively and efficiently in a fast paced, high workload environment.

Keep work related records and prepare reports using a computer.

Make sound judgments and decision within established guidelines.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible clerical or secretarial experience in an office environment, including one year of supervisory or lead responsibility.

Training:

Equivalent to the completion of the twelfth grade supplemented by training in conflict resolution, effective communication, leadership or related area

License or Certificate

Possession of a valid California Driver's license.

PHYSICAL DEMANDS

On an intermittent basis, sit at desk for long periods of time; intermittently walk, stand, bend, squat, twist and reach while retrieving and/or returning files; perform simple grasping and fine manipulation; use telephone and use a keyboard to communicate through written means, review information and enter/retrieve data; see and read characters on computer screen; and lift light weight.

WORKING ENVIRONMENT

Work is performed indoors in a carpeted and air-conditioned office environment with fluorescent lighting and moderate noise level. Some movement is required from office to office and there is exposure to the external environment when going to outlying offices, meeting, or performing field inspections. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

5/04